

DEPARTMENT OF THE ARMY
U.S. ARMY ENGINEER DIVISION, GREAT LAKES AND OHIO RIVER
CORPS OF ENGINEERS
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Regulation No. 37-2-16

15 April 2001

Financial Administration
GOVERNMENT TRAVEL CARD

Local supplementation of this regulation is permitted for implementation of individual commander's policies and procedures. One copy of issued supplements will be furnished to CELRD- LM.

1. Purpose. This regulation implements Chapter 3 and Appendix A of the DOD Financial Management Regulation -Volume 9, and Headquarters Department of the Army letter 37-97-1 dated 14 August 1997, Subject: Government Travel Charge Card Program. It also provides sample documents which may be used in the administration of the Government Travel Card management program.
2. Applicability. Commanders, Travel Approving Officials, and supervisors at all levels are involved in the management of the government travel card program. The government travel card management process is a division-wide formal process. Procedures herein apply to all employees of the Great Lakes and Ohio River Division.
3. References.
 - a. DOD Financial Management Regulation, Volume 9.
 - b. Army Regulation 690-700.
4. Policy.
 - a. Government travel card management will be centralized at District and Division level by appointment of a government travel card Agency Program Coordinator (APC). Travel Approving Officials will brief each employee receiving the government travel card and provide refresher training for existing cardholders when necessary. Indoctrination for all employees will include appropriate versus inappropriate use of the card, cardholder responsibilities to the government travel card company, and information concerning disciplinary actions under the provisions of AR 690-700, chapter 751, for misuses of the government travel card. All Travel Approving Officials, supervisors, and cardholders will be provided a handout package including this regulation and pertinent information such as that contained in Appendix A to Volume 9 of the DOD Financial Management Regulation. The government travel card (currently NationsBank) is issued to employees solely for use related to government temporary duty involving travel. Improper government travel card use and account non-payment can result in penalties as severe as dismissal from federal service, civil court action, etc. Army Regulation 690-700, chapter 751 provides guidance in determining and taking disciplinary actions.
 - b. The government travel card reduces administrative efforts and costs associated with official travel. In conjunction with approved official travel, employees may appropriately use their card to get travel advances, charge costs for commercial carrier tickets, conference registration fees, lodging, meals, taxicabs, rental cars, parking, and gasoline purchases for rental vehicles. When use of privately owned vehicle for official travel is authorized, employees may charge their privately owned vehicle gasoline purchases on the travel card. Regardless of whether a personal or the government travel card is used to charge travel related services, the traveler is responsible for maintaining the charge slips or cash receipts (for all lodging plus all other expenses \$75.00 and

greater). This includes providing documentation to support their travel claim in accordance with the appropriate chapter of the Joint Travel Regulation.

- c. Government travel card summaries detailing cardholder usage histories are received monthly. This report is used to advise employees, supervisors, and command personnel. It will be used to prompt action as required to keep the government travel card program operating within the parameters of Corps and division policy.
 - d. Supervisors and Travel Approving Officials will review circumstances surrounding late payments and determine appropriate action.
- (1) Government travel card account charges are due in full when billed. Delinquent accounts and/or suspected payment problems must be addressed by supervisors/travel approving officials. Each suspected problem and/or delinquency will be handled on a case-by-case basis. Extenuating circumstances, disputed charges, reimbursement delays, and employee actions already taken will be considered by supervisors/travel approving officials, and commanders in determining an appropriate course of action.
- (a) 30 days late. The government travel card program manager will review the monthly card holder usage report to assure that district employees only are listed. Most delinquencies are cleared up prior to the 60 day delinquency period, however, a supervisor may optionally request the 30 day delinquency summary report.
 - (b) 60 days late. Employees shall not carry an unpaid balance for over 60 calendar days, or two billing cycles, whichever is less. The 60-day calendar period allows employees and USACE ample time for submission and processing of travel vouchers for payment of travel expense claims. The government travel card program manager shall promptly notify immediate supervisors of employees who are 60 days or more delinquent in payment of their government travel card accounts. As appropriate, supervisors shall issue a letter to such employees (with a copy furnished to the commander) notifying the employee that they are in violation of their card privileges. When warranted, the supervisor may optionally suspend the employee's card privileges although this action is usually taken by the card company in the course of normal business. In accordance with the current contract with the government, the government travel card company reserves the right to suspend an employee's card when a debt is not fully paid within 60 calendar days. If action has been taken by the government to suspend a government travel card, District Commanders, upon recommendation from the employee's chain of command, may authorize immediate reinstatement of the government travel card under either one of the following two conditions
 - 1. The employee agrees to pay the debt in full immediately;
 - 2. or, the employee arranges a repayment plan with the government travel card company satisfying the debt within a reasonable period of time. Partial liquidation of debt under these conditions may mediate, but shall not negate the original offense.
 - (c) 90 days late. The government travel card program manager will promptly notify supervisors of employees who have card balances of 90 calendar days or more. Appropriate disciplinary action will be considered (coordination with the Human Resources office is required) for any employee who has an outstanding government travel card account balance of 90 days or greater, and who has been previously notified of the account delinquency by their supervisor. Employees whose debts unjustifiably exceed 90-calendar days risk permanent loss of their government travel card.
 - (d) 120 days late. The government travel card agency program coordinator will promptly notify supervisors of employees in this category. Supervisors will consult with their supporting Human Resources office to determine appropriate actions.

- (2) Inappropriate uses of the government travel card. Employees who inappropriately use their government travel card may have it revoked as explained below, upon the first demonstrated incident of such misuse, and may be subject to disciplinary action. Inappropriate use is defined as:
- (a) making purchases of any personal goods or services unrelated to an official government travel requirement;
 - (b) using the card for any purchase while not on official government travel;
 - (c) making unauthorized cash withdrawals;
 - (d) or using the card to acquire cash advances exceeding those authorized by travel order or by the traveler's supervisor.

The Agency Program Coordinator will notify appropriate supervisor/TAO if review of the government travel card monthly status report reveals suspect or inappropriate use of the government travel card. Supervisor/TAO shall promptly investigate and if appropriate, issue a notification letter to the appropriate employee providing a 15-calendar day response period for the employee to provide a written explanation to the supervisor. If the suspected use is not reasonably explained within the 15 day period, the government travel card program manager will contact the government travel card company requesting revocation of the employee's card. Revocation of the government travel card will not be taken until the supervisor and another official within the employee's chain of command have reviewed, and agree upon the revocation action. If this review provides satisfactory explanation and determination that no offense has occurred, no further action is needed.

- e. Advance travel pay procedures for employees who have lost government travel card privileges, or who do not have the government travel card are as follow:
- (1) Employees who do not have a government card will submit a request for advance with their travel request.
 - (2) Supervisor's requests for an advance on behalf of employees who have lost their card privileges shall be limited to a sum not greater than 80% of lodging, meals and incidental expenses, plus 100% of estimated miscellaneous expenses. Questions concerning these policies may be addressed to your local government travel card agency program coordinator.

FOR THE COMMANDER

SEAN M. WACHUTKA
Colonel, Corps of Engineers
Deputy Commander

Encl

- 1. Extract from DOD FMR 9 Vol II
- 2. Sample 60-day Delinquency notice
- 3. Sample 90-day Delinquency Notice
- 4. Sample Card Suspension
- 5. Sample Inappropriate Card Use Notice

DISTRIBUTION:

A & B

CELR-IM-S (5 cys)

This regulation expires 14 October 2003

Enclosure 1 to CELRDR 37-2-16
(Excerpt from DOD Financial Management Regulation Volume 9, Appendix A)

GOVERNMENT TRAVEL CARD PROGRAM HANDOUT

To assist our travelers, an official Government Travel Card, with ATM privileges, is available for personnel traveling on official government business. This eliminates or reduces the number of travel advances paid by disbursing offices without imposing a financial burden on our travelers. This policy applies to all official government travel or permanent change of station (PCS) moves performed by any DOD personnel.

Cardholder Rules

Each cardholder must sign the DOD Government Travel Card Program Statement of Understanding before issuance of the card. The agreement states (in part) that the Government Travel Card with ATM privileges can be used solely for official travel and that the traveler agrees to submit timely travel claims so that reimbursement is made in time to pay the monthly billing statement. That payment is due upon receipt of the card bill. If the cardholder has not received payment due to process delays by the disbursing office, he or she should immediately contact the Government Travel Card Program Manager to advise that individual of the payment delay.

Cash withdrawals are limited to the amount of cash needed to cover incidental and miscellaneous expenses, that cannot be charged to the card, and as authorized by official travel orders. ATM cash withdrawals may not exceed \$600 per month. Individual card holders may request, through a 1-800 number provided by the card contractor, an increase in the cash withdrawal limit up to \$1000. The card contractor will honor the cardholder's telephone call provided the account is not delinquent. The service charge for withdrawing from ATMs is reimbursable through the travel voucher system as long as the cardholder claims the fee on the voucher and the cash is not withdrawn more than 5 days prior to the start of travel or after the last day of travel. Receipts for these withdrawals are not required when filing your claim. In the event the cardholder loses, forgets, or misplaces his or her assigned personal identification number (PIN), the cardholder must call 1-800-CASH NOW to report that loss and receive a new number.

Should a card be lost or stolen, the cardholder must call 1-800-472-1424 immediately. The Government Travel Card Program Manager also must be notified of the missing card as soon as possible. All travel-related expenses (e.g. hotels, meals, transportation, and car rental fuel) should be charged to the card. The miscellaneous official travel expenses for which the ATM program is designed are for parking fees or tolls, or public transportation and emergency incidentals. To obtain ATM locations within the CONUS and OCONUS, the cardholder may call the customer service number above.

Personnel serving on long-term TDY must file a supplemental voucher every 30 days. Travel reimbursement delays should be reported immediately to the Government Travel Card Program Manager. Cardholders who repeatedly are delinquent through their own nonpayment of a legitimate bill from the contractor will be canceled from the Card Program and issued a memorandum affirming the cancellation and denial of the card and ATM privileges. Misuse of the card also may be grounds for disciplinary action. Cardholders, at their own discretion, may request their Government Travel Card Program Manager to suspend card privileges during periods of non-travel. Reinstatement may be effected when travel is required. Each activity has a Government Travel Card Program Manager assigned to answer questions or provide explanations as required. The Government Travel Card Program Manager for this agency is

Note: Each activity needs to complete the above rules and see that a copy is provided to all holders of official Government Travel Cards.

Department of Defense – U.S. Army
STATEMENT OF UNDERSTANDING
GOVERNMENT TRAVEL CARD PROGRAM

I certify that I have read the attached DOD Government Travel Card policy and procedures. I understand that the Government Travel Card Program is designated to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the Card only for those necessary and reasonable expenses incurred by me for official travel as authorized and validated by travel orders. I will abide by these and other instructions issued by the Department of Defense (DOD) and the Government Travel Card Program Manager for use of the Government Travel Card issued to me for the explicit purpose of conducting official government travel. The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed the amount stated on the travel orders and may not exceed \$600 per month. If my account is not delinquent and my travel orders authorize a larger advance, I can request an increase in the cash withdrawal limit up to \$1000 by calling 1-800-472-1424. However, I will endeavor to charge expenses to the account wherever feasible versus cash withdrawals. I understand that the issuance of this card to me is an extension of the employer-employee relationship and that I am being directed specifically to:

- Abide by all rules and regulations with respect to the card. _____
- Use the card only for official travel validated by travel orders. _____
- Pay all my charges upon receipt of the monthly Travel Card billing. _____
- Contact the Government Travel Card Program Manager immediately if due to disbursing office process delays I have not received payment by the time the Contractor bill is due. _____
- Notify the Government Travel Card Program Manager of any problems with respect to my usage of the card. _____
- Notify the card contractor and the Government Travel Card Program Manager if my card is lost or stolen. _____

(Cardholders and applicants must initial all the above provisions.)

I also understand that failure on my part to abide by these rules or otherwise misuse the card may result in disciplinary action being taken against me, in accordance with the Multi-Unit Master Agreement for bargaining unit employees. I also acknowledge the right of the card contractor and/or Government Travel Card Program Manager to revoke or suspend my card privileges if I fail to abide by the terms of this agreement or the agreement I have signed with the travel card contractor.

(Applicant's Signature) (Applicant's Printed Name)

Series/Grade/Title Supervisory Authorization

NOTE: The Government Travel Card application cannot be processed without this form on file.

GSA CONTRACTOR
TRAVEL CARD BILLING MILESTONES
MILESTONE ACTION

Day 0 Original billing sent to cardholder.

Day 25 Second billing advises cardholder of delinquency*

Day 60 Third billing reminds cardholder of delinquency.

- A name listing (60-day report) of delinquent cardholders is sent to program managers to determine whether there is sufficient justification for the account to remain active for an additional 30 days. The Government Travel Card Program Manager sends the 60-day delinquent notice to the supervisors notifying them of the seriousness of the account and the results of non-payment. All ATM withdrawals are suspended.

- Day 65 If no action is taken, the account will be suspended**

- Day 90 Government travel card is suspended. Another by name listing (90 day plus report) of delinquent cardholders is sent to the Government Travel Card Program Manager to determine if sufficient justification exists to allow the account to remain active for an additional 30 days. The Government Travel Card Program Manager sends the 90-day delinquent notice to the supervisors through the department director, for appropriate action.

- Day 120 Contractor cancels account***

After review by the Government Travel Card Program Manager, names are forwarded to the supervisors through the commander or director to advise them of action taken.

* Delinquency is based on the billing date, not the date the actual charge or ATM withdrawal was made.

** Accounts that are suspended cannot be used to charge expenses or to obtain an ATM cash advance. Card can be reinstated when account is paid in full.

*** Canceled accounts will not be reinstated by the contractor under the provisions of the current government travel card contract.

Enclosure 2 to CELRDR 37-2-16
SAMPLE 60-DAY DELINQUENCY MEMORANDUM

CELRD- (Date)

MEMORANDUM FOR (NAME OF DELINQUENT CARDHOLDER)
SUBJECT; Delinquent Government Travel Card Payment Notification – 60 Days

I have been informed by the GSA Government Travel Card contractor that you are over 60 days delinquent in payment of your account. The total amount due is \$ _____. (Provide specific information regarding the delinquent charges.)

The Government Travel Card contract requires that all outstanding charges be paid upon receipt of the monthly billing statement. Travel card privileges for you will be suspended per our contractual agreement as of ____ 10 October 1997 ____, unless immediate action is taken to resolve this debt.

Noncompliance, or failure to adhere to the guidelines for the Government Travel Card, can result in disciplinary action in accordance with applicable statutory and regulatory provisions and with the Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation document and submitted to me and the card contractor, or (3) an agreed upon repayment schedule with the GSA contractor. Billing questions may be directed to the card contractor on 1-800-472-1424. Program management questions may be directed to the Government Travel Card Program Manager on extension _____.

(Signature)
Supervisor
I acknowledge receipt of this delinquency notification.

(Cardholder's Signature) (Date)

Enclosure 3 to Commander's Policy Memorandum #4

SAMPLE 90-DAY DELINQUENCY MEMORANDUM
MEMORANDUM FOR (NAME OF DELINQUENT CARDHOLDER)
SUBJECT: Delinquent Government Travel Card Payment Notification – 90 Days

Reference my memorandum to you dated _____, Subject Delinquent Government Travel Card Payment Notification – 60 Days. The 90-day delinquent notification list from the Government Travel Card contractor has been received and you are now 90 days delinquent in the payment of your account. Total amount due is \$ _____. The referenced 60-day notification memorandum informed you that payment on your Government Travel Card account was delinquent. (As needed for clarification, provide specific information regarding the delinquent charges.)

The Government Travel Card contract requires all outstanding charges be paid upon receipt of the monthly billing statement. If no action is taken toward this debt, the Program Coordinator or the contractor can cancel the account. Meanwhile charge card privileges have been suspended as of 10 October 1997. These privileges may be restored upon complete liquidation of the debt. Noncompliance, or failure to adhere to the guidelines for the Government Travel Card, can result in disciplinary action in accordance with applicable statutory and regulatory provisions and with the Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved: (1) payment in full, (2) a reasonable explanation document and submitted to me and the card contractor, or (3) an agreed upon repayment schedule with the GSA contractor. Billing questions may be directed to the card contractor on 1-800-472-1424. Program management questions may be directed to the Government Travel Card Program Manager on extension _____.

(Signature)
Supervisor

I acknowledge receipt of this delinquency notification.

(Cardholder's Signature)

(Date)

Enclosure 4 to Commander's Policy Memorandum #4

SAMPLE 120-DAY DELINQUENCY MEMORANDUM
MEMORANDUM FOR (NAME OF DELINQUENT CARDHOLDER)
SUBJECT; Cancellation of Government Travel Card – 120 Days Delinquent Payment Notification

Reference my memorandums to you, Delinquent Government Travel Card Payment Notification – 60 Days dated _____, and Delinquent Government Travel Card Payment Notification – 90 Days, dated _____. It has now been brought to my attention that you have a delinquent Government Travel Card balance of \$_____ which is over 120 days past due. You have made no payment toward this debt. Therefore, the account is being canceled immediately and the card contractor is taking collection action. (Provide specific information regarding the delinquency account as necessary, plus any other information known about the individual's actions/response to previous notices of delinquency.) Reinstatement of your account will only be authorized with the Commander's approval after the entire debt is paid. The card contractor reserves the right to deny reinstatement. If you have not properly liquidated your Government Travel Card debt or have used the card for personal purposes, you may also be subject to disciplinary action in accordance with applicable statutory and regulatory provisions and the Multi-Unit Master Agreement for bargaining unit employees. Contact me concerning this notification, or the Government Travel Card Program Manager on extension _____ for specific information concerning the Government Travel Card program.

(Signature)

Supervisor

I acknowledge receipt of this notification.

(Cardholder's Signature)

(Date)CF: Commander

Enclosure 5 to Commander's Policy Memorandum #4

SAMPLE INAPPROPRIATE USE NOTIFICATION MEMORANDUM
MEMORANDUM FOR: (CARDHOLDER'S NAME)
SUBJECT: Inappropriate Use of Government travel card

1. Reference: Commander's Policy Memorandum # 4 dated _____. This is to notify you that records provided to the Division/District by Nations Bank reflect charges that appear to be unauthorized. Instances of apparent unauthorized use of the Nations Bank card are described below.

- a. (Instance 1) On 10 October 1997 you used your Nations Bank card to withdraw \$100 in cash from a teller machine in (city). You were not scheduled or approved for government travel in that location at the time you made the cash withdrawal, therefore this withdrawal appears to be an inappropriate use of the Nations Bank card.
- b. (Instance 2) On 10 October 1997 you used your Nations Bank card to purchase gasoline for a vehicle at a BP station in (City) in the amount of \$27.50. You were not scheduled or approved for government travel on that date and your use of the card was not related to government travel. This appears to be an inappropriate Nations Bank purchase.
- c. (Instance 3) On 10 October 1997, while on official government travel to Atlanta, you purchased items at Macy's Department Store in the amount of \$45.25 and items from Toby's Toy Shop for \$16.10. These purchases appear to be personal in nature and not related to official government travel.

2. The transaction(s) described above appear to be in violation of the Great Lakes and Ohio River Division policy as outlined in reference 1a above. Penalties for improper use of the government card may include revocation of the card and imposition of disciplinary actions as outlined in reference 1b above. You may have an explanation for these charges that I should consider in determining what action is appropriate. If you wish to explain these charges, please provide a written statement not later than 15 calendar days from the day you receive this notice. If you do not provide an explanation, my decision will be based on the information available to me.

3. You must also make timely payment of your government card debt consistent with the Division policy on Nations Bank card use.

4. If you have any questions regarding this notice, contact me promptly.

SUPERVISOR

Receipt acknowledged:

Employee date